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PATENT

37770



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

John C. Mears et al.

Serial No.: 09/400,320

Filed: September 21, 1999

For: A CONTACT CENTER SYSTEM CAPABLE OF
HANDLING MULTIPLE MEDIA TYPES OF
CONTACTS AND METHOD FOR USING
THE SAME

Group Art Unit: 2742

Examiner: B. Tieu

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SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
Washington, D.C. 20231

Sir:

In accordance with 37 C.F.R. §§ 1.56 and 1.97-1.98, Applicants herewith transmit copies of the document listed in the attached Form PTO-1449, which may be deemed material to the examination of the above-identified application.

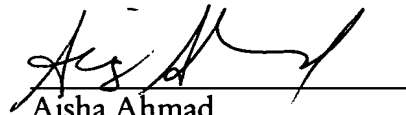
As indicated, the document is in English and therefore, no statement of relevance is required. Also, since the present Supplemental Information Disclosure Statement is being filed prior to issuance of a first Office Action on the merits, no certification under 37 C.F.R. § 1.97(e) or fee under 37 C.F.R. § 1.17(b) is required.

EA

The Examiner is requested to consider the attached document in connection with the above-identified application and to return a copy of Form PTO-1449 to the Applicants with the Examiner's initials in the spaces provided.

Submission of this Supplemental Information Disclosure Statement does not constitute an admission by the Applicants as to the materiality of the attached document to the application, nor do the Applicants waive any right to challenge the validity of the document as prior art should such action be deemed appropriate.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Aisha Ahmad', is written over a horizontal line.

Aisha Ahmad
Attorney for Applicants
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Dated: March 15, 2001